Partner Case Study

LUECKERSERVICES
Wir bringen Ihre IT in die Zukunft

LückerServices e.K. began its journey in 1993 and has since developed into a respected and established IT service provider that comprehensively supports clients in the digital world. The core values of fairness, trust, and loyalty form the foundation of their relationships with customers and suppliers As a pioneer in digital transformation, LückerServices always strives to create sustainable added value through innovative technologies.

Überblick

LückerServices is characterised by a comprehensive service that aims to support customers in identifying, procuring and managing the optimal IT resources. As an established system house, they have a deep understanding of the complexity of modern IT landscapes. Their focus is on customised solutions that perfectly fulfil their customers' business requirements.

They are aware of the increasing importance of process automation both for their own processes and for the efficiency and performance of their customers. The integration of AmdoSoft/b4 and its b4 bots into the service portfolio has proven to be the right solution. With this technology, LückerServices has succeeded in optimising its internal processes and at the same time offering its customers added value.

Service portfolio

LUECKER
SERVICES
www.luecker.com

✓ IT Security
✓ IT Consulting
✓ IT Infrastructur

✓ IT Services
✓ Modern Workplace
✓ Process Automation

RPA

Robotic Process Automation
Automated execution of repetitive tasks by software robots on the user interfaces of existing applications
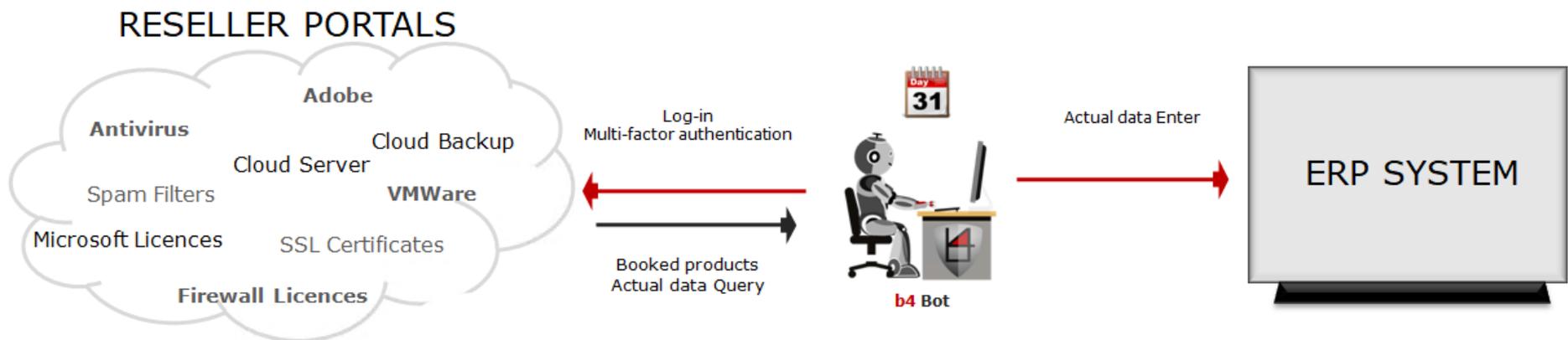
Case Study
Significant improvement in Contract Management

Contract Management

Contract management at an IT service provider involves the efficient administration of all contracts that the company concludes with customers, suppliers, and partners.

LückerServices decided to automate the corresponding manual processes. For this purpose, the product AmdoSoft/b4 was chosen. Special attention was paid to ensuring that not only internal processes were optimised, but that customers would also benefit from the process automation.

The Challenge

Before the introduction of AmdoSoft/b4 Bots, LückerServices was confronted with time-consuming manual processes. The transfer of booked licences from various reseller portals into the ERP system was prone to errors and required a considerable amount of time for manual data entry and checking. This led to delays in billing, potential errors and inefficient use of resources.

The Solution

The implementation of AmdoSoft/b4 Bots enabled LückerServices to automate the process of transferring booked licences. The b4 bots are configured to automatically access the reseller portals, extract the relevant booking data and transfer it to the ERP system in use. By using intelligent automation functions, the b4 bots can also recognise and correct errors before the data is entered into the system.

40 hours less per month manual labour

b4 Bot

For automated execution of your business processes

✓ Works on familiar user interfaces
✓ Enhanced with AI and cognitive capabilities
✓ Easily scalable

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„The use of b4/RPA enables us to work more efficiently and automate processes, which ultimately leads to improved performance and competitiveness. We are convinced that the partnership with AmdoSoft will help us achieve our digital transformation goals and continue to offer our customers first-class solutions.."

Stefan Lücker, Managing Director

Conclusion

The LückerServices case study clearly demonstrates the benefits of integrating AmdoSoft/b4 bots into contract management. By automating critical processes, efficiency was increased, errors minimised and overall performance improved. Organisations facing similar contract management challenges can benefit from implementing RPA solutions such as AmdoSoft/b4 Bots

Robotic Process Automation (RPA)

- **Faster, cheaper and fewer errors**
- **Full control and transparency with increased operational reliability**
- **Qualified employees for higher-value tasks**

- **Fully documented automation rules**
- **Faster response times and problem resolution**
- **More time for high-value projects**